



Position Title: Student Intern, Economic Success Program

Status: Part-Time Temporary, 8-16 hours/week, Non-Exempt / 280 hours maximum in FY26-27
Supervisor: Program Director, Economic Success Program
Pay Range: \$20.00 - \$25.00/hour
Work Location: Calistoga / St. Helena; In-Office; & Occasionally Field-Based
Benefit Eligibility: Part-Time Employee Benefits

About UpValley Family Centers: UpValley Family Centers is a dynamic nonprofit organization that provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve children, youth, adults, and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at www.upvalleyfamilycenters.org

About this position:

The Economic Success Program Student Intern greets clients by phone or in person and provides information and guided referrals for a range of resources, working in Calistoga and in the St. Helena main office. The Intern works collaboratively with UVFC staff, partner organizations, and service providers to address community needs. They may be the first-person clients who meet at the center. It is the Program Intern's responsibility to help families feel comfortable, listen and assess needs, and provide clients with information and assistance. UVFC's Economic Success Program Director supervises the Intern. This position is ideal for a person who enjoys working with diverse populations, likes to solve problems, and gets satisfaction by connecting people with information and resources.

Essential Duties and Responsibilities:

- Serve as an initial greeter and screener of clients who visit or call the center.
- Open correspondence and distribute accordingly.
- Maintain a daily contact log of client activity; enter resource and referral services into client database regularly.
- Maintain organization and tidiness of the Family Center, including weekly organization of the Center bulletin boards, calendars and brochures, filing administrative documents.
- Assist clients by providing information and guided referrals to community resources.
- Collect resource materials and distribute them to clients and staff members.
- Maintain up-to-date resource binders of countywide services.
- Distribute program information in the community. This includes tabling events, door-to-door outreach at local apartment complexes and making phone calls to clients promoting events hosted by UVFC.
- Assist with coordination of Holiday Assistance Program activities from October- December.
- Complete training for HAP application entry.
- Create excel sheets that support application tracking.
- Create and mail out client approval letters.
- Maintain knowledge of Medi-Cal program eligibility and covered services; complete applications and renewals.
- Refer and assist clients with referrals and applications to Medi-Cal and other health insurance services in cooperation with other UVFC program staff. Track outreach/application activities.
- Complete training to learn UVFC's client database system: Apricot.
- Assist with data entry for programs.



- Adhere to accurate and clean data entry.
- Support fundraising, marketing, and community engagement efforts by collaborating with the Development Team in the creation of promotional content and materials.
- Support organizational financial stewardship and compliance by collaborating with the Finance & Operations Team to maintain accurate and timely records.
- Other duties as assigned.

Qualifications:

- Bilingual in English and Spanish is required.
- Be a currently enrolled as a student (as a Senior in High School or enrolled in College at any level through Senior Year)
- Interest in working with diverse ages and backgrounds.
- Ability to be discreet
- and keep client information private and confidential.
- Customer service oriented with good attention to detail.
- Punctual, reliable, and can work as part of team.
- Knowledge of word processing, spreadsheet, database management and internet navigation
- Desire to be part of an organization supporting individual and family wellness and working towards solutions that address societal inequities.
- Understanding of/experience working in a nonprofit organization.
- Valid Driver's License, insurance, or transportation
- Conduct a fingerprint background check and TB test and receive clearance

Hours of Work:

Our business hours are 8:30 am - 5:00 pm.

General working hours will be during our regular business hours, though schedule might vary, including some evenings and weekends according to work duties.

Notice: This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Pay Range: \$20.00 - \$25.00/hour

Actual payment within range will be contingent on several factors, including but not limited to the candidate's qualifications, education, experience, internal equity, and alignment with market data, following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.

Benefits: Our benefits package includes 401K plan and 5 days of sick time, A 3% one-time increase over starting salary for Spanish/English bilingual skills. A supportive and team-oriented work environment. UpValley Family Centers is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services. We prohibit discrimination or harassment based on any protected class and encourage applicants from all backgrounds to apply.

To Apply: Email cover letter and resume to Lupe Maldonado, Program Director, at lmaldonado@upvalleyfamilycenters.org. Position open until filled. No phone calls, please.